MCLEAPS Fall 2019 Internship Proposals

OFFICE/DEPARTMENT NAME: Maricopa County Adult Probation
OFFICE/DEPARTMENT WEBSITE: https://superiorcourt.maricopa.gov/apd/
INTERN SUPERVISOR(S) & TITLE: Jennifer Ferguson, Research Analyst

Description of the project scope & intended outcomes:
The Maricopa County Adult Probation Department (MCAPD) provides a unique learning environment for individuals interested in the criminal justice system. The MCAPD is engaged in multiple decision-making points throughout the criminal justice process and provides a variety of services that contribute to the Department’s mission to keep communities safe. A significant amount of collaboration occurs between the MCAPD and other criminal justice agencies, and community partners.

The MCAPD intern will have the opportunity to be involved in multiple projects. Potential projects include:

1. Help develop and implement evaluation, data collection and quality assurance plans to allow for ongoing monitoring of MCAPD programs. Potential programs include the implementation of the Department’s “Risk Reduction Training” which represents the next stage of evidence-based practices used by the Department in supervision strategies with probationers; specialty courts such as domestic violence court, mental health court, or Veterans court; or specialized populations such as SMI or sex offender. Educational Outcomes: This project will expose the intern to the research that contributes to the body of evidence-based practices and the strategies used by probation officers to interact with and supervise individuals on their caseloads, as well as the types of programs available through the MCAPD. The intern will also have an opportunity to develop research and evaluation skills such as how to develop a logic model, how to develop an evaluation plan, what questions to ask and how to implement data collection protocols for ongoing monitoring of program performance. The intern will also assist in quality assurance activities. Project Outcomes: The intern will help the Department ensure that plans are in place for ongoing review of the performance of key programs and supervision strategies.

2. The intern will assist in compiling information to report on performance measures for the Department’s strategic goals. Educational Outcomes: This project will expose the intern to the elements of a strategic plan and the strategies involved with collecting and reporting data on key performance measures. The intern will develop an understanding of the importance of being strategic and in using information to make data driven decisions that inform department policies and operations. The intern will also participate in presenting the results to key members of the management team, learning how to communicate critical information to leadership. Project Outcomes: Maintain ongoing data collection and reporting on key performance measures for strategic goals.

3. Assist with the routine activities of the Organizational Development and Support Division. Educational Outcomes: The Organizational Development and Support Division of the MCAPD provides significant support to the Executive Management team. Routine responsibilities of the Division include compiling and reporting on monthly statistics to funding sources, conducting stakeholder satisfaction surveys, and preparing publications such as the department newsletter and annual report. At any given time, the department is also involved in a number of grants or internal research projects on topics of interest and value to the department. We will expose the intern to aspects of project management associated with all Division projects including participation in meetings, problem solving, and data collection and reporting. The intern will also learn about the importance of meeting critical deadlines. Project Outcomes: The intern will provide support to staff in the Organizational Development and Support Division throughout the projects.
4. Assist in ongoing data quality projects

Educational Outcomes: The MCAPD is a data-driven organization that relies heavily on data to make informed decisions to guide supervision practices. It is critical to the department that the data maintained in department databases is accurate and of high quality. The intern will assist in projects designed to ensure the ongoing quality of the data used in department reports that go to both internal and external stakeholders.

The intern will learn quality assurance processes. The intern will also learn valuable communication skills through necessary changes communicated to staff.

Project Outcomes: The intern will provide support to the Organizational Development and Support Division staff to ensure high levels of data quality are maintained. The position of the internship is within the Organizational Development and Support Division. This will provide the intern a unique opportunity to be exposed to all of the different roles and responsibilities within the MCAPD and learn more about needed support for those engaged in direct service delivery. In addition to the projects described above, the intern will also have the opportunity to observe the variety of job functions within the MCAPD. This may include initial appearance court, pretrial supervision, presentence, specialty courts (e.g. Drug Court), field supervision and probation violation court. There will also be opportunities to contribute to Department publications, such as the MCAPD quarterly newsletter, the Chronicle.

Candidate Preferences: (competencies, academic disciplines, and skill sets)

Many of the programs within the College of Public Service and Community Solutions would be relevant to this position (e.g. Criminology and Criminal Justice, Public Service and Public Policy, Social Work) but the internship is not limited to individuals seeking those degrees. It is important that the individual have good verbal and written communication skills. The individual should also have an interest in data. We are also looking for an intern that is open to learning, is able to work independently when given direction, and be part of a team. Professionalism is also important (e.g. timeliness, appearance, etc.). Overall, we would like someone who has a genuine interest in the work done by the Maricopa County Adult Probation Department.

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OFFICE/DEPARTMENT NAME: Air Quality
OFFICE/DEPARTMENT WEBSITE: www.maricopa.gov/aq
INTERN SUPERVISOR(S) & TITLE: Frank Schinzel, Government Liaison

PROJECT SCOPE & INTENDED OUTCOMES:

The Air Quality Department MCLEAPS Intern works in the Office of the Director, with exposure to programs and management throughout the department.

Some specific projects the intern would potentially be involved with include:

- Assist in designing educational or outreach plans to enhance department outreach goals
- Assist with department webpage revisions
- Develop and/or update databases
- Aid in the updating/creating of small business assistance web pages
- Provide input on possible improvements to the department
- Assist Government Liaison to develop positive relationships with other government agencies
- Assist in the evaluation of internal department performance measures, benchmark current measures against best practices, and recommend modifications and/or changes
- Review policies to evaluate understandability and applicability
- Perform comprehensive research & analysis on government-related air quality issues
- Identify program elements that may benefit from the application of sustainability concepts
- Interface with data and use of GIS systems to assist with achieving department goals
### Description of the project scope & intended outcomes:

Transportation Engineering is evolving to a more data driven approach where data analytics is becoming a key function in arterial mobility operations. The MCDOT Traffic Management Center (TMC), operated by the Intelligent Transportation Systems (ITS) Branch, focuses on traffic signal operations for all modes, traveler information, and incident management. All of these focuses have a data analytics component that drives the choices the TMC and ITS Branch make in helping transportation users get from point to point. The MCDOT ITS Branch is requesting an Intern to help with data validation, analytics, and processing to help identify trends with the use of data from traffic signal equipment and advanced signal timing strategy programs, new and emerging technology, network communications, travel time and other data associated with operating an efficient transportation system. The Intern will assist with the Arterial Mobility Operations Program with Traffic Signal Analytics and Network Optimization Projects.

### Candidate Preferences: (competencies, academic disciplines, and skill sets)

- Student pursuing a science, mathematics, engineering, technology, or related degree
- Proficient in MS Office
- Knowledge of social media analytics
- Able to create and manipulate data sets in Excel
- Able to create reports
- Analytical mind set
- Problem solving skills
- Basic software programing skills desired but not required – Visual Studio
- Experience with using open source coding platforms like GitHub is desired but not required
- Had taken a Transportation Engineering or Traffic Engineering course is desired but not required

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### Description of the project scope & intended outcomes:

The MCLEAPS intern will have the opportunity to work and/or learn about department-related programs, as schedule may allow. However, this intern will focus primarily in working with the efforts of the Healthy Giving Council (HGC). Intern should bring creativity and input to encourage growth of the HGC, create graphics for data collected to measure success of HGC and will regularly attend HG related meetings. Intern will also seek out and coordinate speaking opportunities for HGC members at churches, non-profits and other venues to share the message of healthy giving and will assist in creating presentations for the speaking engagements. Intern will contact givers/feeders to coordinate meetings with HGC, research and promote weekly healthy giving opportunities through website, social, media and email contacts. This intern will assist and develop consistent healthy giving messages for social media and email contact list, and spotlight healthy giver through video/photo testimonials. Intern will also assist with coordinating holiday efforts and volunteers during Thanksgiving and Christmas holidays.

### Candidate preferences: (desired competencies, academic disciplines, and skill sets)

The intern should be creative, self-motivated and display some interest in any of the different services and programs that our department provides. The intern’s goals should be aligned with the vision and mission of the department (i.e. develop and foster innovative environmental health protection programs in order to provide safe food, water, waste disposal and vector borne disease reduction controls to the people of Maricopa County, so that they may enjoy living in a healthy and safe community).
Description of the project scope & intended outcomes:
Selected intern will be part of the Planning and Communication section of MCDEM. Selected intern may be tasked with reviewing and updating existing (Maricopa Co and jurisdictional) Emergency Operation Plans, Continuity of Operations Plans (Maricopa Co and jurisdictional). Assist in flood control exercise planning to include development of scenario, injects and master scenario events listing and facilitation of both planning meetings and exercises. Interns will have the opportunity to gain Emergency Operation Center experience by supporting MCDEM staff during emergencies, training sessions, exercises and real world activations. Interns will also complete a variety of industry related training courses developed by FEMA, DEMA and regional partners.

Specific Projects:
- Review of flood control emergency action plans and departmental response SOP’s, identify discrepancies and provide recommended updates
- Jurisdiction/County EOP
- Familiarization with CPG 101
- Review of county EOP, identify format and content issues and provide recommended updates.
- Conduct two jurisdictional EOP reviews, identify format and content issues and provide recommended updates.
- MCDEM COOP
- Familiarization with current COOP standards
- Conduct review of MCDEM COOP, identify format and content issues and provide recommended updates.
- Table Top Exercises for Internal/External Partner
- Complete all required HSEEP documentation including AAR/IP
- Develop and conduct on All-Hazard EOC training

Candidate preferences: (competencies, academic disciplines, and skill sets)
Only Emergency Management majors will be considered. Preference is for graduate students in the Emergency Management master’s degree program, with senior level Emergency Management bachelor’s students also considered. Below is a list of desired, but not necessarily required competencies and skill sets:
- Course work and/or Bachelor’s degree in Emergency Management, Homeland Security or a closely related field.
- ICS 100, 200, 700 and 800
- FEMA Professional Development Series (PDS) certificate
- Communicate effectively, both orally and in writing.
- Work individually with minimum supervision or as a team member
Human Services Department

OFFICE/DEPARTMENT NAME: Human Services Department
OFFICE/DEPARTMENT WEBSITE: maricopa.gov/3868/Human-Services
INTERN SUPERVISOR(S) & TITLE: Ashley Erbe, Policy & Program Analyst

Description of the project scope & intended outcomes:
The MCLEAPS intern will assist in the creation of “Community Profiles” during their semester internship with the Human Services Department (HSD). These Community Profiles will detail the impact HSD has on the citizens of specific communities (e.g., cities, towns, and districts) in Maricopa County. Through this project, the intern will be exposed to all divisions within the department, including Administration, Policy, & Planning, Early Education, Community Services, Senior & Adult Services, Workforce Development, and Housing & Community Development.

At the end of the semester, the intern will have developed and utilized the knowledge, skills, and abilities to:
- Conduct in-depth qualitative and quantitative analyses
- Use business analysis and visualization tools
- Create data visualizations that allow for easy understanding of complex topics
- Produce infographics that are engaging, informative, and inspirational
- Communicate with clarity, precision, and efficiency in both written and verbal formats
- Leverage data to reliably and meaningfully inform key decision-making processes that result in strategic policy and planning
- Cultivate greater awareness of Human Services’ programs and community needs

Overall, this project will meaningfully assist HSD in increasing public knowledge of our services and impact by communicating program information in a clear and accessible manner to communities, partners, stakeholders, and county leadership.

Candidate Preferences - desired knowledge, skills, and interests include:
- Basic quantitative and qualitative data analysis skills
- Effective verbal and written communication
- Ability to use Microsoft Word, Excel, PowerPoint, and Outlook
- Ability to work effectively in a team environment
- An interest in social and economic issues with a focus on vulnerable populations

OFFICE/DEPARTMENT NAME: Juvenile Probation Department

PROJECT SCOPE & INTENDED OUTCOMES:
The MCLEAPS Intern will receive a generalized orientation to the Juvenile Probation Department, which includes two Youth Detention Centers; Community Supervision (Probation); Early Intervention (Diversion Programs); and administrative functions. The MCLEAPS Intern will attend and complete the 3+ week officer training Detention Academy while serving with MCJPD and if successful, can apply directly for consideration as a badged/full or part time Detention Officer at the conclusion of the semester. MCLEAPS Interns are encouraged to participate in ride-along and shadowing experiences during their placement with MCJPD, designing the experiences to meet their individual areas of interest.

RECRUITMENT PREFERENCES:
We are seeking ASU students who have a passion for working with youth. The successful candidate will be required to pass a basic criminal background check prior to official acceptance to serve as a MCLEAPS Intern for this department. We have opportunities for those interested in our Officer roles, but also the non-badged/civilian roles within this department such as Research and Planning; Staff Recruitment; and Government Administration; as well as a variety of programs that focus on Positive Youth Development.
OFFICE/DEPARTMENT NAME: Medical Examiner’s Office
OFFICE/DEPARTMENT WEBSITE: maricopa.gov/468/Medical-Examiner
INTERN SUPERVISOR(S) & TITLE: Melanie Rouse, Chief Medicolegal Death Investigator

Description of the project scope & intended outcomes:
The Office of the Medical Examiner is enhancing outreach efforts to families of decedents. These outreach efforts will include proactive contact with families, referral services for a variety of needs (financial assistance, grief counseling, victim services, etc.), and case management services while the case is open with the Office. Services provided by the Outreach Team include researching support services for staff who routinely visit death scenes. We would like to invite a MCLEAPS intern to assist in the development of this program expansion and measuring the success of the enhanced services. The intern would carry a caseload, as well. Our expectation is that, through these enhanced services, the families of decedents will receive the support they need following the loss of a loved one, and the Office of the Medical Examiner will offer experiences that are more satisfying.

Candidate Preferences: (desired competencies, academic disciplines, and skill sets)
We prefer an intern whose field of study is social work, counseling, or a related field. The candidate should have excellent interpersonal skills, including empathetic listening skills. Applicants need to understand the sensitive nature of the work performed by the Office, and have the ability to handle the information to which they are exposed, with professionalism and discretion.

OFFICE/DEPARTMENT NAME: Office of Procurement Services
OFFICE/DEPARTMENT WEBSITE: maricopa.gov/2087/Procurement-Services
INTERN SUPERVISOR(S) & TITLE: Joey Molina Procurement Manager

Description of the project scope & intended outcomes:
The intern will learn how the Department of Procurement services impacts all 35 County Departments. The will be able to see how all commodities and services are acquired through formal solicitation processes and get to know the inter-workings of contract negotiations and practices. They will work with professional buyers.

Candidate Preferences: (desired competencies, academic disciplines, and skill sets)
The office of procurement services is seeking a self-motivated individual that is energetic and seeking to learn about government and procurement. Consideration will be given for students enrolled in the Supply Chain Management program through the W P Carey School of Business, although not required.
**OFFICE/DEPARTMENT NAME:** Office of Maricopa County School Superintendent  
**OFFICE/DEPARTMENT WEBSITE:** https://schoolsup.org/  
**INTERN SUPervisor(S) & TITLE:** Shane Wikfors, Director, Government & Public Relations

**Description of the project scope & intended outcomes:**
Intern will assist with public policy research in preparation for 2020 legislative session. Intern will assist with data research, collection and interpretation. Intern will assist with public and media relations events and opportunities. Intern will assist with intergovernmental relationship activities.

**Candidate Preferences: (desired competencies, academic disciplines, and skill sets)**
Intern should be organized, able to write and communicate well, have a basic knowledge and understanding of data collection/use/manipulation, or public policy, government operations/protocols/processes, or public, social or media relations.

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**OFFICE/DEPARTMENT NAME:** Sheriff’s Office Judicial Enforcement Division  
**OFFICE/DEPARTMENT WEBSITE:** https://www.mcso.org/Home/CivilServices  
**INTERN SUPervisor(S) & TITLE:** Rob Benner

**Description of the project scope & intended outcomes:**
The primary duties of the intern would include, but not be limited to, data and documentation processing and research:

- Adding, deleting, and updating billing records in Excel spreadsheets
- Researching the adjudication of Civil, Family Court, Tax, and Probate cases in iCIS
- Invoicing customers in CivilServe, the Civil Process software
- Updating billing information in CivilServe
- Mailing invoices and filing documents

This will greatly help the MCSO Judicial Enforcement Division keep current with its billing and outstanding accounts receivable.

**Candidate Preferences: (desired competencies, academic disciplines, and skill sets)**
A basic working knowledge of Excel would benefit the intern. This internship should benefit candidates seeking degrees in Business, Accounting, Criminal Justice Studies, Paralegal and Legal studies.